

SLIMLINE 2500 OWNER'S MANUAL

WhisperKOOL™
The Coolest Thing In Wine Storage

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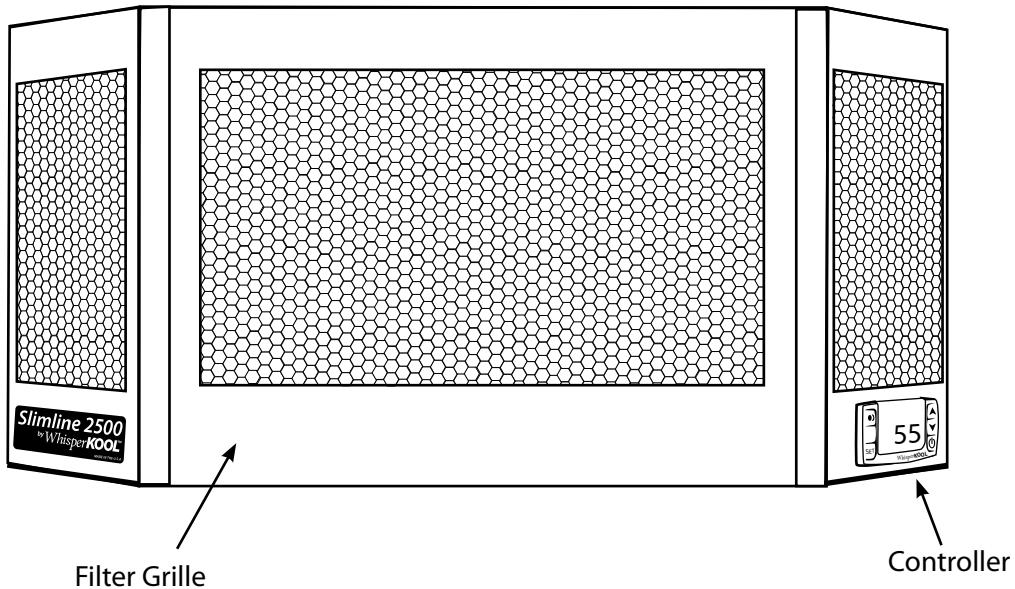
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TABLE OF CONTENTS

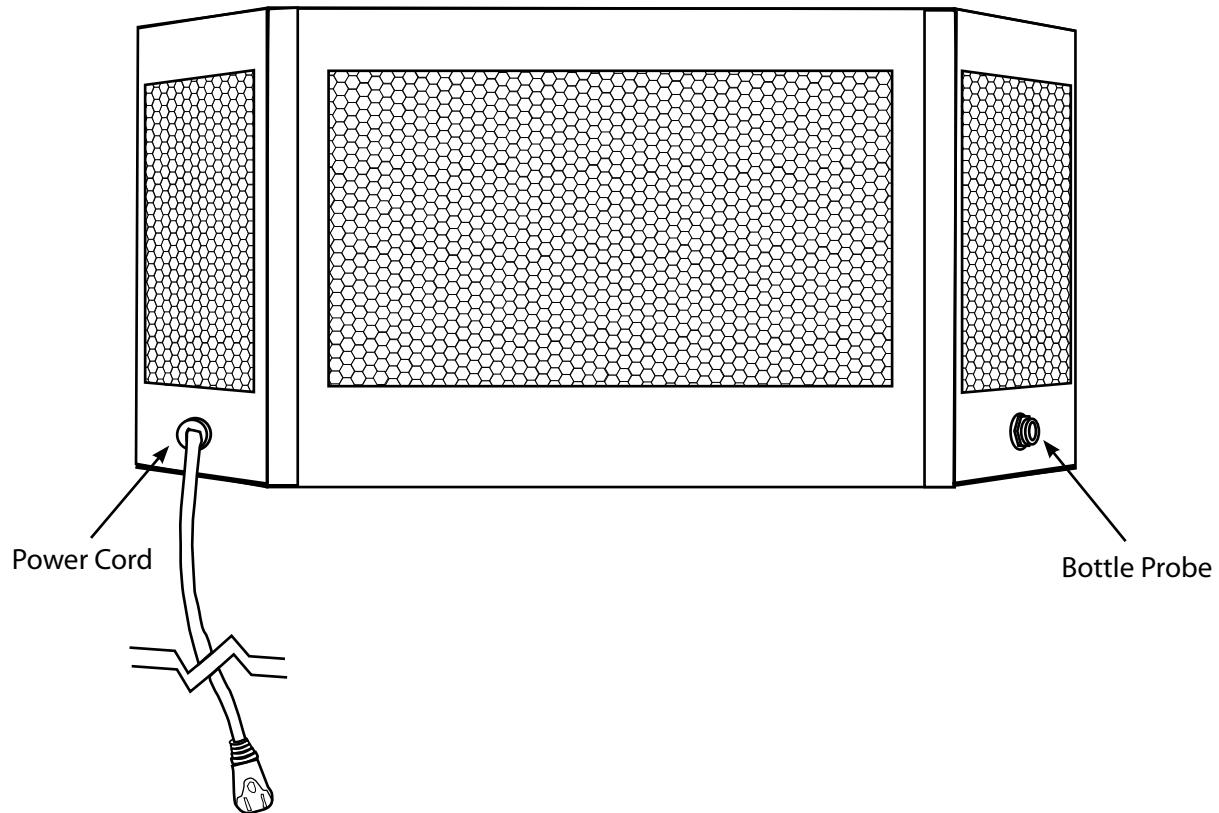
WhisperKOOL Slimline Quick Reference Guide.....	4
Introduction	5
Receiving & Inspecting The Unit.....	6
Preparing the Wine Cellar	7
Installation	10
Liquid Measuring Thermostat System	13
System Operation	14
Control Panel Features and Operation	15
Maintenance Schedule.....	18
Troubleshooting Guide.....	19
Technical Assistance.....	21
Installation Terms and Conditions	22

WHISPERKOOL Slimline QUICK REFERENCE GUIDE

Exhaust Side (out of cellar / condenser)



Cold Side (inside cellar / evaporator)



INTRODUCTION

The Slimline is WhisperKOOL's quietest interior venting self contained unit available. Developed to fit into the often unused space between the cellar door and ceiling, giving the collector maximum storage capacity. The system is equipped with WhisperKOOL's Platinum Series controller utilizing Advanced System Protection Technology. This features a series of strategically placed monitoring probes, which insure efficient performance and long cooling unit life. With efficiency in mind, the Slimline uses less power than most traditional units while having the ability to cool cellars up to 500 cubic feet.

Specifications

Cellar Size	500 cu. ft.
Dimensions	Evaporator: 22"W x 10.25"H x 19"D
Weight	50 lbs
AMPS (starting/running)	17.5/3.5
dBA	Evaporator: 59 / Condenser: 53
Installation	Through-the-Wall, ideally above a doorway
Thermostat	Advanced Digital Control Display
Temp. Delta	30°F temperature differential
Warranty	2 year parts and labor / 5 year compressor

Customer Service

Thank you for purchasing a WhisperKOOL Slimline cooling unit. We strive to provide the highest quality products and the best possible customer service. If you have any questions about your WhisperKOOL unit, please call us at **1(800) 343-9463**.

Using the Manual

This User's Manual is intended to assist in the proper installation and maintenance of the WhisperKOOL cooling system. In order to ensure the longevity of your cooling unit, the equipment should be installed properly and have a proper care and maintenance schedule. Please read and review this manual carefully and keep it for future reference.

What Is the WhisperKOOL Slimline Cooling System?

The WhisperKOOL Slimline system is a specialized refrigeration unit designed for one purpose only: to maintain the optimal temperature and humidity levels conducive to the proper storage and aging of fine wines. It is a self-contained cooling unit designed to be used as a forced-air through-the-wall unit.

How Does the WhisperKOOL Slimline Work?

The WhisperKOOL Slimline cooling system is especially designed for the use and application to maintain optimal conditions for wine storage and aging. The system is fully self-contained and can be installed as a "Thru-The-Wall" application. The standard "Through-the-Wall" units are temperature controlled via a bottle probe.

Temperature Setting

The WhisperKOOL unit can be set at any temperature within the acceptable wine-aging range of 50°F to 67°F. It is designed to cool 30°F cooler than the ambient temperature of the space to which it is exhausting.

RECEIVING & INSPECTING THE UNIT

Customer Warranty Registration

PLEASE COMPLETE AND RETURN THE WARRANTY CARD UPON RECEIPT OF THE UNIT.

By completing the Product Registration Card, you will be confirmed in our customer database ensuring that your information is on file to help you obtain efficient warranty service.

Please refer to pages 22 - 24 for complete terms and conditions, warranty guidelines, and policy for your WhisperKOOL Slimline cooling unit.

Receiving and Inspecting the Unit

Note: WhisperKOOL units are manufactured in the USA and tested prior to shipment.

- Lift only at the designated hand hold locations on the shipping container or fully support the unit from underneath. A shipment may include one or more boxes containing accessories.
- Before opening the container, inspect the packaging for any obvious signs of damage or mishandling.

Review the Packing Slip to Verify Contents

- Check the model number to ensure it is correct.
- Check that all factory options ordered are listed.

If any items listed on the packing slip do not match your order information, contact WhisperKOOL Customer Service immediately at 1-800-343-9463.

Check the Accessory Kits for the following contents:

Kit One:

- WhisperKOOL Owners User's Manual
- Registration / Warranty Card

Kit Two:

- Standard Screws (8)
- Drain Line tube (1), with Brass Connector
- Bottle Temperature Probe (Standard Unit)
- Insulation Foam (8 strips)

Please leave the WhisperKOOL unit in its original box until you are ready for installation. This will allow you to move the product safely without damaging it. When you are ready to remove the product from the box, refer to page 10 for installation instructions.

Note: Save your box and all packaging materials. They provide the only safe means of transporting/shipping the unit.

PREPARING THE WINE CELLAR

The performance and life of your WhisperKOOL unit are contingent upon the steps you take in preparing the wine cellar.

Note: Improperly preparing your enclosure or incorrectly installing your WhisperKOOL unit may cause unit failure, leaking of condensation, and other negative side effects.

IT IS HIGHLY RECOMMENDED THAT YOU OBTAIN THE ASSISTANCE OF A WINE STORAGE PROFESSIONAL.

Wine storage professionals work with licensed contractors, refrigeration technicians, and racking companies to build well-insulated, beautiful, and protective wine cellars. WhisperKOOL has put together some useful tips to assist in the installation process. Our recommendations are meant to act as a guide in the process of building a proper enclosure. Your intended location may have specific needs that we do not address.

Wall & Ceiling Framing

Build wine cellar walls using standard 2x4 or 2x6 construction methods and ceiling joists following the guidelines of local and state codes in your area. As a general rule, the thicker the walls and the higher the insulation factor in your cellar, the better it will be at maintaining a consistent temperature.

Insulation

Insulation is REQUIRED with the use of the WhisperKOOL product. Standard fiberglass or rigid foam insulation is normally used in cellar construction or, in some cases, "blown-in" insulation is used. It is very important that all walls and ceilings are insulated to keep the cellar temperature as consistent as possible during the summer and winter months. The R-factor, or quality of insulation, is determined by the rate at which heat passes through the insulation. The higher the R-factor, the more resistant the insulation is to conducting heat. Using higher R-values in insulation will lower your operating costs and unit run time. (R-13 minimum, R19 recommended, R30 for ceiling and exterior walls)

Vapor Barrier

Vapor Barrier is REQUIRED to prevent the intrusion of water vapor so that the cellar can be kept at the correct temperature and humidity. 6 mm plastic sheeting (recommended) should be applied to the warm side of the cellar walls. The vapor barrier must also be applied to the outside walls and ceiling. If it is impossible to reach the outside, then the plastic must be applied from within the cellar. The most common method is to wrap the entire interior, leaving the plastic loose in the stud cavity so the insulation can be placed between each stud. All of the walls and ceiling must be wrapped in plastic for a complete vapor barrier.

In areas of high humidity, such as Southern and Gulf States, the vapor barrier will prevent infiltration of warm moist air. The moist air can cause mold to form, and standing water in drain pans promote microbial and fungal growth that cause unpleasant odors and indoor air quality problems. If mold is found, remove it immediately and sanitize that portion of the unit.

Mounting the Unit

The unit should be mounted within 18" of the top of the room in order to achieve sufficient cooling. As the room cools down, the warm air will rise to the ceiling. Mounting the WhisperKOOL high in the room will create a consistently cool environment by capturing the warm air and replacing it with cool air. Mounting the unit low in the room will result in a temperature variation in the room due to the unit's inability to draw warm air from the ceiling of the cellar to the unit itself.

Ventilation

The necessity of dissipating heat away from the unit is critical to the unit's performance and cannot be overstated. As the unit operates and cools, a greater amount of heat is generated on the exhaust side of the unit. Adequate ventilation is required in order to dissipate heat away from the unit. If ventilation is inadequate, the exhaust will heat up and adversely affect the unit's ability to cool.

Unobstructed Airflow

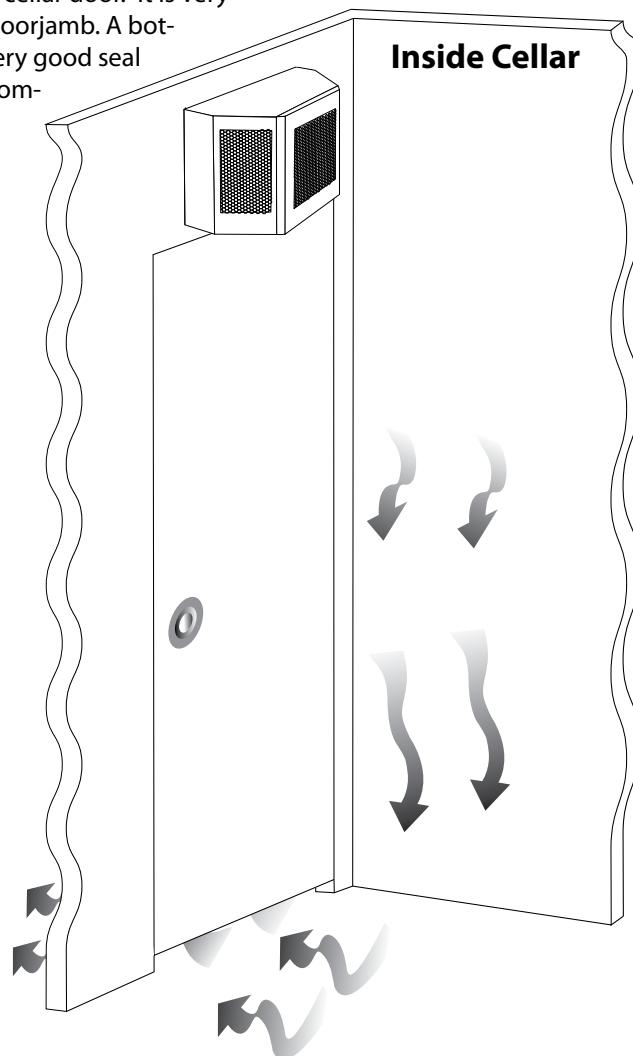
Unobstructed airflow to and from the unit is a critical factor in the unit's overall performance. Make sure there is a minimum 3 ft. horizontal clearance from the rear of the unit as well as a minimum 3 ft. clearance in front of the evaporator fans. This will assure that the unit can move the air around in an efficient manner. Avoid any attempt to camouflage the unit by installing racking in front of the unit. This will restrict the airflow and lower the performance of the unit.

Ambient Temperature Factor

The cooling system has the ability to cool a maximum of 30°F below the ambient temperature of the room it is exhausting to. Therefore, you want to exhaust the unit in a room which will not exceed 85°F and preferably a consistent 75°F. Otherwise the unit will not have the capacity to keep the wine at a desirable 55°F.

Door and Door Seal

At minimum an exterior grade (1 3/4") door must be installed as a cellar door. It is very important that weather stripping is attached to all 4 sides of the doorjamb. A bottom "sweep" or threshold is also required. The door must have a very good seal to keep the cool cellar in and the warm air out. One of the most common problems with cooling units running continually is the door not sealing properly.



Sizing the Unit to the Room

Model	Cellar Volume (cubic feet)	AMP's (starting)	AMP's (running)	Product Dimensions (W x H x D)
SlimLine	500	17.5	3.5	22"x 10.25" x 19"
Thermostat		Temperature Delta		Warranty
Advanced Digital Thermostat		30°F (when exhaust environment does not exceed 85°F)		2 yr parts & labor / 5 yr compressor

How to Build a Wine Cellar Instructional Video

WhisperKOOL has a construction tutorial available on line at www.whisperkool.com. This tutorial will walk you through the steps of constructing a properly built wine cellar and the installation of our WhisperKOOL product line.

INSTALLATION

Skill level: Moderate

Follow the local building codes and/or consult a license contractor

Electrical Needs

The WhisperKOOL System requires a dedicated 115-volt 15-amp circuit. The unit draws a large amount of amps at initial start up. By designating a dedicated circuit breaker, you will guarantee the unit has enough power to run effectively. Contact an electrician for assistance with the installation of this dedicated electrical circuit:

1. Match the electrical outlet to the plug provided on the WhisperKOOL unit.
2. Provide a dedicated circuit and wiring for the unit.

Electrical Outlet

The unit is equipped with a twelve foot power cord located on the evaporator side of the unit. Plug your WhisperKOOL unit into a surge protector or power conditioner. As with any sensitive electrical equipment, the WhisperKOOL electrical equipment may be damaged by power surges and spikes. Power surges and spikes are not covered in the WhisperKOOL warranty.

WE RECOMMEND THAT YOU DO NOT USE A GROUND FAULT INTERRUPTER (GFI) WITH THIS PRODUCT.

TEST THE UNIT PRIOR TO INSTALLATION

To prepare it for testing before installation in wall:

- Remove unit from box
- Place unit on tabletop
- Plug in unit to electrical outlet
- Plug in bottle sensor
- Turn on to test (Temperature differential should be 10°F across coils)
- Turn off after test
- Remove bottle sensor

Testing Unit - Place the WhisperKOOL system on a tabletop to prepare it for installation and testing. Plug system into a live electrical outlet and turn unit on. The system may take up to 10 to 15 minutes before running cool. Once the operation has been tested, turn the unit off, and unplug the unit from the electrical outlet.*

Units weigh 50-70 pounds and are cumbersome for one person to carry. We recommend that you get someone else to help you during the installation process. **NEVER LAY UNIT ON ITS SIDE.**

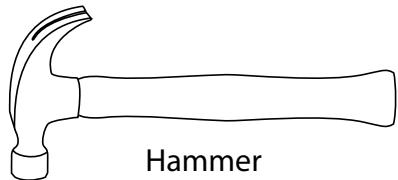
* Note: If the system does not seem to be running cool after 15 minutes, please refer to the Troubleshooting Guide on Page 19.

CUTTING THE HOLE FOR THE WHISPERKOOL UNIT

Tools Needed



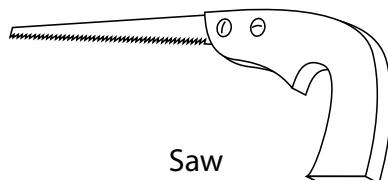
Level



Hammer



Screwdriver



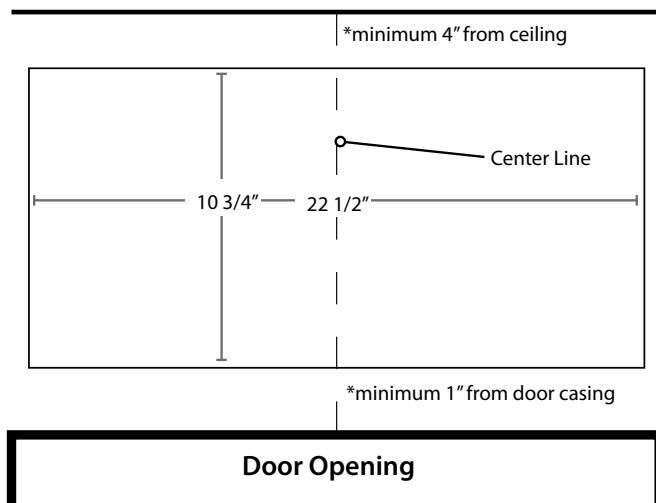
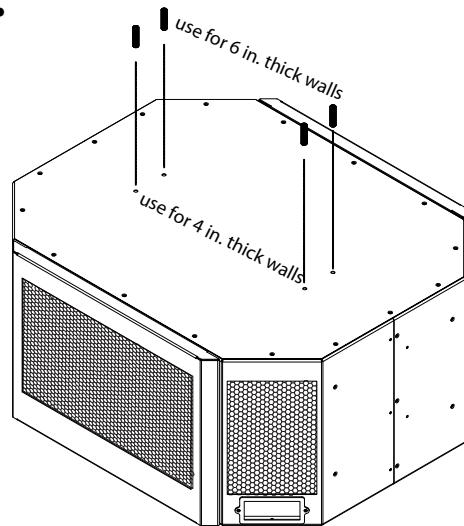
Saw

Locate the center of the wall upon which the unit will be installed. Using a stud finder, locate the studs on either side of the center point, and mark them with vertical lines.

INSTALLATION cont.

The following installation examples are for reference only, door header construction and framing may vary. When not installing above a door, adequate framing inside of the wall is necessary. WhisperKOOL recommends consulting a licensed contractor for framing and construction needs.

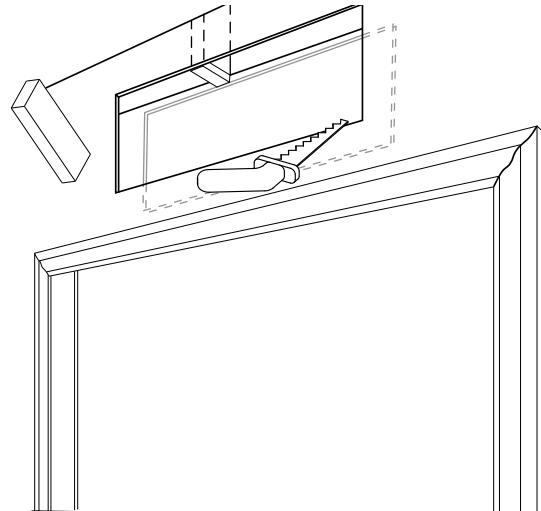
***NOTE:** The Slimline is shipped with the mounting bracket installed for use with 4 inch thick walls, relocate the mounting bracket to the secondary location for walls up to 6 inches.



STEP 1

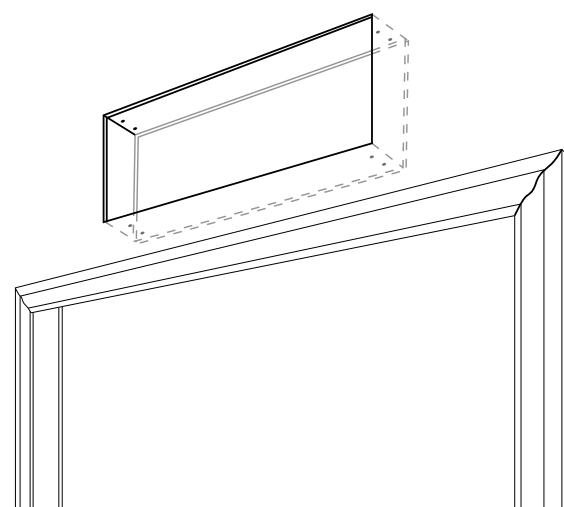
Mark the center line for your desired installation location, followed by laying out the hole for the unit.

*** Hole size: 22 1/2 inches by 10 3/4 inches**



STEP 2

Cut out the drywall and studs for the unit opening.



STEP 3

In most cases framing will need to be added to provide adequate support for the unit and mounting bracket.

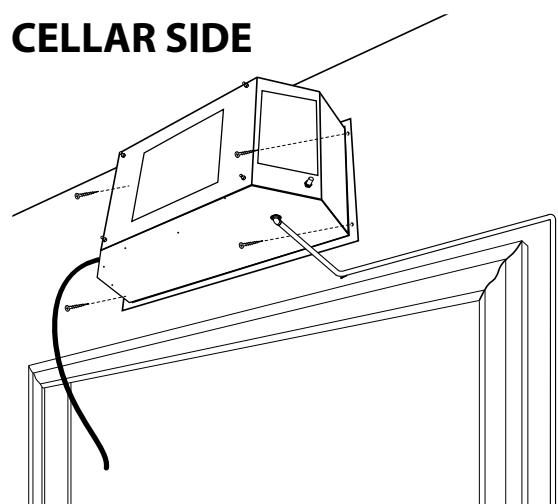
INSTALLATION cont.

STEP 4:

Slide the cooling unit in from the cellar side with the thermostat facing the outside of cellar. The outer flange should be flush to the wall. Secure the flange to the wall through the pre drilled holes. The screws should penetrate the studs and/or frame as well as the upper and lower supports to provide adequate support for the WhisperKOOL system. Seal all cracks and gaps around the WhisperKool Slimline unit with an air-tight sealant or caulking to prevent air leakage.

Note: If you use decorative molding, it should be attached to the walls and never to the cooling unit.

CELLAR SIDE



STEP 5

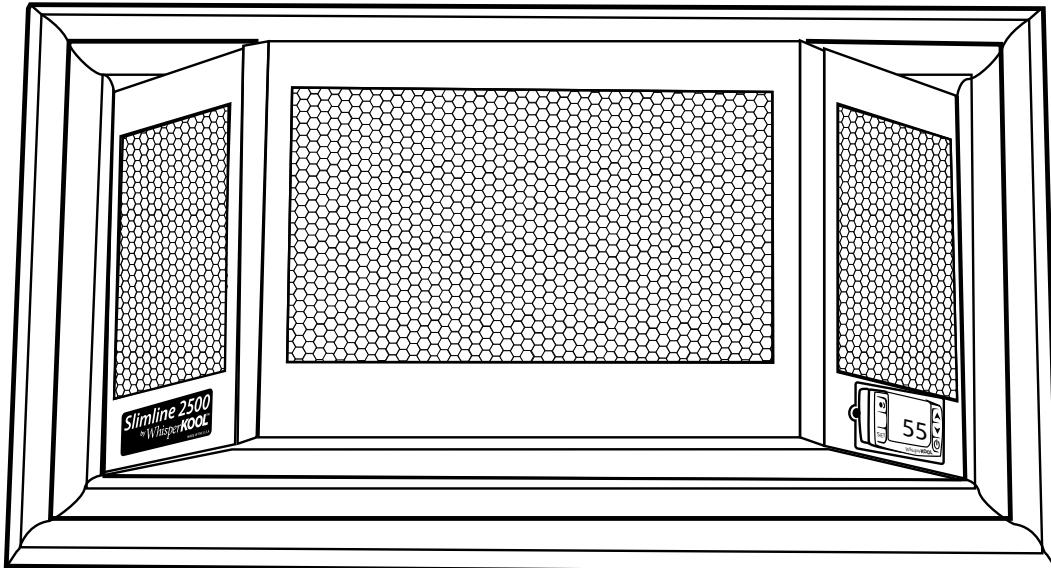
Attach the condensate drain line

The condensation drain line tube is used to remove excess condensation from the unit to a proper discharge location. It is important that the drain line tube is properly connected and used to prevent leakage and other problems associated with excess condensation.

Failure to use the condensation drain line tube will void the warranty on the unit.

STEP 6

Install the filter grille's on both sides of the unit and plug in. The use of an extension cord is not recommended.



LIQUID MEASURING THERMOSTAT SYSTEM

The WhisperKOOL Slimline cooling unit comes equipped with a liquid temperature measuring thermostat system. This system incorporates the following advantages:

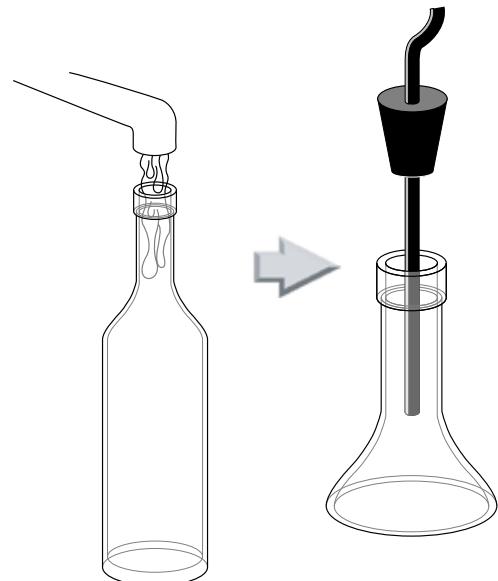
1. **Self-Calibrating Probe:** The probe contains a sensor chip, which actually communicates back and forth to the thermostat. This results in a consistent temperature setting and accuracy. Do not remove the tip from the probe!
2. **Heavy-duty Circuitry:** The circuitry within this new unit has been upgraded to resist power surges, which play havoc on electrical components. This improvement will ensure years of trouble-free use. However, for the highest reliability, we recommend that the customer install a surge protector for the unit itself.

To Use the thermostat:

1. Locate an empty wine bottle.
2. Fill 3/4 full with room temperature tap water.
3. Place bottle probe securely into bottle.
4. Place bottle with probe level and to the side of the unit in your wine cellar. Avoid pulling too much on the probe cord. It may become disconnected resulting in non-operation of the unit.

Note: The thermostat can be set between 50°F and 67°F.

Remember: The WhisperKOOL System is based on the temperature of the water. By measuring the liquid temperature rather than air, the unit will operate 75- 80% of the time.



SYSTEM OPERATION: STANDARD & REMOTE

Initial Start-Up

When power is applied to the unit, the control will briefly display all symbols, and the Compressor symbol will be displayed (if unit is calling for cooling). There may be a brief delay prior to the evaporator and condenser fans turning on.

Normal System Cycle

After the bottle probe has reached the set point (all units are shipped with the set point of 55°F and a differential of 1°F). The WHM is an adjustable feature which allows the customer the convenience of managing the humidity enhancement of their wine cellar. The WHM is one of the many Customer Preference Selection features which allow the customer the ability to fine tune the controls. This feature is set to 0 when shipped but if needed can be adjusted.

Anti Short Cycle

The Anti Short Cycle ensures that the unit will remain off for a period of 5 minutes after the unit has reached the set point to allow the pressure in the refrigeration system to equalize prior to starting the compressor.

Defrost Cycle

The Defrost Cycle is a precautionary measure, as icing or frosting of the coil does not occur during normal operation. The system will go through a defrost cycle every 4 hours. During the defrost cycle, the in-cellar fan will provide air flow across the in-cellar coil, which will evaporate any frost accumulation.

Bottle Probe Failure Protection

In the event that a bottle probe should fail, the APST (Advance Product Safety Technology) will automatically transition the Refrigeration Compressor cycles to a pre-determined time series (based on detailed laboratory testing), which will ensure that the product is kept within the safe range.

CONTROL PANEL FEATURES AND OPERATION



Button	Normal Functions
ON/OFF	<ul style="list-style-type: none"> The ON/OFF button allows the customer the convenience of turning the refrigeration system ON or OFF, from the control panel. This feature does not disconnect power from the unit, and the condenser fan will continue to run in the OFF position. In order for the power to be shut off from the unit, the power cord must be unplugged from the wall receptacle. Press the ON/OFF button once for button application.
Up and Down Arrows	<ul style="list-style-type: none"> Use these buttons to scroll up or down the CPSM menu. Displays the Highest and Lowest temperature sensed by the Bottle Probe. This feature allows the customer instant access to the recorded data applicable to the Bottle Probe Temperatures, it can be easily reset to reflect current temperatures. <ol style="list-style-type: none"> Press the "UP" arrow, or the "Down" arrow once, and the Highest or Lowest Temperature (Hi/Lo) sensed by the Bottle Probe, will be displayed. To reset the Hi/Lo, press and hold the "Set" button when the Hi/Lo value is displayed on the Digital Display, continue to hold the "Set" button until "rst" appears on the digital display and then blinks. This will erase the past recorded "Temperature Data History" and start recording, from the current time and temperature, forward. Temperatures displayed would reflect Bottle Probe Temperatures from that point in time, and beyond. The Hi/Lo feature should be reset at initial "Start-Up" and after the Cellar or Cabinet has obtained normal operating temperatures, which is generally 55°F.
Cellar PreChill (CPC)	<ul style="list-style-type: none"> The CPC Feature is activated by pressing the Up button for 3-5 seconds, and the CPC logo will be displayed on the digital display. The CPC feature can be terminated by pressing the Up button for 3-5 seconds, or the feature will self terminate after 6 hrs. <ol style="list-style-type: none"> The (CPC) Feature may be used to Pre-Chill the Cellar prior to loading it with Warm Product. The feature will shift the Set Point down to a lower setting of 52°F, for the next 6 hours. After the 6 hour time period, the Set Point will automatically return to the original Set Point. The CPC feature can be conveniently adjusted to the customer's specific needs, by accessing the "Customer Preference Select Mode" (CPSM). See Customer Preference Select Mode Instructions. <p>Note: This feature is not available on the Remote Key Pad application.</p>

Button	Normal Functions	cont.
Energy Reduction (ER)	<ol style="list-style-type: none"> 1. The ER feature can be used to save energy and aids in extending the life of the system. 2. The ER button is located at the top L/H side of the control. The ER feature is activated by pressing the ER button one time, and the ER logo will appear on the digital display. 3. The purpose of the ER feature is to reduce energy cost, by shifting the Set Point up by 4 degrees, which will allow the cooling system to run for shorter periods of time, resulting in a reduction in energy cost. 4. The ER feature allows for Energy Savings at any time - During periods of high ambient temperatures, vacations or business travel. 5. To deactivate the ER feature, press the ER button one time, and the ER logo will turn off. 6. The ER feature can be conveniently adjusted to the customer's specific needs, by accessing the "Customer Preference Select Mode" (CPSM). See Customer Preference Select Mode Instructions. 	
Set Button	<ol style="list-style-type: none"> 1. Press the "Set" button once and it will display the Set Point. After approximately 5 seconds, the display will return to normal operation and display the Bottle Probe temperature. 2. Press and hold the "Set" button for 3-5 seconds until the set point is displayed and the °F symbol starts blinking. Next press the "UP or Down" arrows to change the Set Point. Next press the "Set" button once and the Set Point numbers and the °F on the display will blink to confirm the new Set Point setting. 3. Press the "Set" and the "Down Arrow" buttons simultaneously, for 3-5 seconds, and you will access the "Customer Preference Selection Mode" (CPSM). The CPSM allows the customer to "Fine Tune" the Control Operating System to their applicable choice. 	
CPSM Mode	<p>The "Customer Preference Selection Mode" (CPSM) allows the customer to fine tune the control operating system to their specific needs.</p> <ul style="list-style-type: none"> • Press the "Set" and the Down Arrow" buttons simultaneously for 3-5 seconds and the display will show CF, and the F symbol in the top right corner will be blinking. • Press the "Set" and "Down Arrow Buttons" again but this time hold for 5-7 seconds, this will activate the "Customer Preference Selection Mode" (CPSM). <p>The following CPSM options are available for adjustment:</p> <ul style="list-style-type: none"> • Fon – Humidity Management Enhancement: This parameter is normally set at 5, which should provide adequate relative humidity for the cellar. <ul style="list-style-type: none"> • An increase in this parameter will increase the Humidity Enhancement (%RH), and a decrease in the parameter will decrease Humidity Enhancement (%RH). • Adjustments should be made in increments of 5, with a maximum of 15, and a minimum of 0. • After any adjustment to Humidity Enhancement, you should wait a minimum of three days before making any additional adjustments. This will allow the cellar sufficient time to acclimate to the new setting. 	

Button	Normal Functions	cont.
CPSM Mode (Cont.)	<ul style="list-style-type: none"> • Fof - Humidity Management Enhancement: This parameter is normally set at 1. This parameter should not be adjusted, as it simply provides an OFF cycle time for the fan, during the compressor OFF cycle. However, the parameter is located within the CPSM as a convenience to the customer, should it need to be adjusted. • CCS – Cellar Pre-Chill Set Point: This parameter is set at 52°f, but can be adjusted to a set point between 45°f - 67°f. • bLL/Act – Compressor Off or On for Low (bLL) or High (Act) Temperature Alarm: These parameters are set at “n”. With this parameter set at “n” the refrigeration system will continue to operate normally, if there is a High or Low temperature Alarm. To change this parameter, change the setting to “y”, and the compressor/refrigeration system will shut off during a High or Low temperature Alarm. • Con/Cof – Compressor On time (Con) and Off time (Cof) with a Probe 1 failure/Alarm. These parameters are set at Con 40 min/Cof 10 min. In the event that there is a Probe 1 failure/Alarm, the compressor/refrigeration system automatically starts a predetermined ON/OFF cycle, which is controlled by the Con and the Cof parameters. The customer can adjust these parameters to maintain the desired Bottle Probe temperature. During a Probe 1 failure/Alarm, the Bottle Probe temperature can be monitored by pressing the Up or Down arrow to view the High and Low Temperature History. • Hes – Differential for Energy Reduction – This parameter is set at 4, which results in a set point of 58°f during the Energy Reduction mode. A decrease in this setting will decrease the set point, and an increase in this feature will increase the set point. 	
AUX	<p>“AUX” indicates the unit is in its anti-frost mode. This means the evaporator temp has reached a low temp of 26° and has sustained that temp for a period of five minutes. (The compressor and condenser fans will turn off, but the evaporator fans will continue to run. Once the temperature of the evaporator gets back up to 40°, the “AUX” light will deactivate and the system will revert back to normal operating conditions.)</p>	

TROUBLESHOOTING ALARM CODES

Alarm Codes	Cause	Solution
“P1”	Bottle probe failure	Replace Bottle Probe
“P1”	Bottle probe Disconnected	Reconnect Bottle Probe
“P2”	Evaporator Probe Failure	Replace Evaporator Probe
“HA”	Max Bottle Probe Temp Alarm	Check the set point, lower if needed Check the door for a good seal Check for sufficient insulation, re-insulate if needed
“LA”	Minimum Bottle Probe Temp Alarm	Check the set point, raise if needed
“EA”	External Alarm	Check the display to see which alarm code is causing the alarm. Then located the solution and repair.
“POF”	Keypad locked	Hold “Up” and “Down” buttons for 3 to 5 seconds to disable, “PON” should appear once key pad is unlocked

MAINTENANCE SCHEDULE

Monthly	1. Check filters 2. Check for unusual noise or vibration
Quarterly	Clean filters: 1. Remove grille on both ends of unit. 2. Remove the filter covering the coil. 3. Wash with warm water 4. Dry off filter by shaking excess water from filter.
Annually	1. Replace filters if worn or plugged beyond cleaning. 2. Use a vacuum with brush attachment to clean coils. Be careful not to crush coil fins when cleaning. 3. Inspect for corrosion. 4. Check wiring connections and integrity of cords.

TROUBLESHOOTING GUIDE

Unit has ice forming on the evaporator	
Possible Cause	Solution
Evaporator filter and/or coil are dirty.	Clean filter and coil with a vacuum.
There is something blocking the supply and or return air	Remove blockage
One or both evaporator fans are not turning on.	Call a service tech to troubleshoot
The temperature of the room, the unit is exhausting to, has dropped below 50°	Raise the temperature of the exhaust room
The unit has not went through its defrost sequence, yet.	Wait 10 minutes to see if ice disappears
If unit continues to ice.	Call Customer Service at 800-343-9463
Unit does not run/power up	
Possible Cause	Solution
Unit is not plugged in	Make sure the unit is plugged into an outlet
Power switch not on	Turn unit on by pressing the power button on the control
No power to outlet	Reset circuit breaker on unit by pushing reset button located on right side of unit above the plug outlet
Line voltage is incorrect rating for unit	Check line voltage to make sure there is 110v/120v
Room at set point	Lower set point
Thermostat not calling for cooling	Lower set point
Faulty thermostat or writing	Call Customer Service at 800-343-9463
Cellar Temperature is to Too Cold	
Possible Cause	Solution
The temperature or the room unit is exhausting to has exceeded 85°	Lower the temperature of the exhaust room.
The unit is undersized for the room.	Order correct size unit
There is something blocking the supply and/or return air, on evaporator or condenser side of the unit	Remove air flow obstruction
Unit is mounted too low in the cellar	Re-Locate unit so the distance from the ceiling and top of the unit is no more than 18"
One or more of the fans is not turning on.	Call Customer Service at 800-343-9463
Compressor is not turning on.	Call Customer Service at 800-343-9463
Compressor keeps cycling on overload	Make sure all fans are working and there are no airflow obstruction.
Poor seal around door.	Make sure there are no air gaps around the door. If door seal is damaged, replace it.
Controller set too high	Lower the set point.
Unit leaks water	
Possible Cause	Solution
Unit is not level	Unit should be level in wall to prevent leaking
Drain line clogged or kinked	Check drain line to make sure water can flow freely.
Drain is clogged preventing water form escaping	Clear Drain
Drain line does not have a downward slope	Fix Drain line so there is a downward slope from the unit to the drain.

TROUBLESHOOTING GUIDE

Unit runs but does not cool	
Possible Cause	Solution
Lack of air flow/heat exhaust (outer room)	Make sure fan is unobstructed; clean evaporator if necessary
Crankcase pressure set too high/low	Call Customer Service at 800-343-9463
Compressor not running	Call Customer Service at 800-343-9463
Unit undersized	Call Customer Service at 800-343-9463
Evaporator fan runs but compressor does not	
Possible Cause	Solution
Compressor and/or starting components faulty	Call Customer Service at 800-343-9463
Compressor runs; evaporator fan does not	
Possible Cause	Solution
Blown fuse or circuit breaker	Replace fuse/reset breaker
Faulty fan motor	Call Customer Service at 800-343-9463
Faulty fan relay	Call Customer Service at 800-343-9463
Compressor short cycles	
Possible Cause	Solution
Evaporator blows on bottle probe	Move bottle probe to a more central location.
Dual pressure control improperly set	Call Customer Service at 800-343-9463
Unit low on refrigerant charge	Call Customer Service at 800-343-9463
Condensing fan motor/capacitor faulty	Call Customer Service at 800-343-9463
Compressor and /or starting components faulty	Call Customer Service at 800-343-9463
Humidity in cellar too low	
Possible Cause	Solution
Cellar vapor barrier not sufficient	Install proper vapor barrier

TECHNICAL ASSISTANCE

WhisperKOOL Customer Service is available Monday through Friday from 8:00 a.m. to 4:00 p.m. Pacific Time.

The customer service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

- The model and serial number of your WhisperKOOL Series Unit.
- Location of unit and installation details, such as ventilation, ducting, construction of your wine cellar, and room size.

Contact WhisperKOOL Customer Service

1738 E. Alpine Avenue

Stockton, CA 95205

www.whisperkool.com

Email: support@whisperkool.com

Phone: (209) 466-9463

US Toll Free (800) 343-9463

Fax (209) 466-4606

INSTALLATION TERMS AND CONDITIONS

WhisperKOOL Slimline Cooling System

ATTENTION: PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE INSTALLING YOUR WhisperKOOL Slimline/Cooling System. INSTALLING YOUR WhisperKOOL Slimline/ Cooling System INDICATES THAT YOU ACCEPT AND AGREE TO EACH OF THE TERMS AND CONDITIONS SET FORTH HEREIN ("TERMS OF USE"). IF YOU DO NOT ACCEPT THESE TERMS OF USE, YOU RISK VOIDING YOUR WARRANTY AND ASSUMING ADDITIONAL REPAIR AND REPLACEMENT COSTS.

1. Acceptance of Terms and Conditions Use and installation of a WhisperKOOL Slimline Cooling System assumes that the consumer, ("user") fully accepts and agrees to the Terms and Conditions set forth in this document. The Terms and Conditions also state that, by signing and returning this document, you are certifying you have read, understood, and agreed to our Terms and Conditions, as well as our User's Manual. The User's Manual is shipped with each unit and, if another copy is needed, replacement copies can be downloaded from the company website (www.whisperkool.com) or by contacting WhisperKOOL directly for a new copy. WhisperKOOL reserves the right, in its sole discretion, to change its Terms and Conditions at any time, for any reason, without notice.
2. Product Installation Subject to these Terms and Conditions, when the user purchases a WhisperKOOL Slimline Cooling System, the user agrees to read and follow the required installation procedures set forth by WhisperKOOL for proper use and installation of the Product.
 - (a) It is highly recommended that you obtain the assistance of a wine storage professional.
 - (b) Failing to address all of the variables associated with proper installation will cause the unit to operate incorrectly and limit its ability to cool and the longevity of the unit itself.
 - (c) The warranty card must be returned to WhisperKOOL, the manufacturer, to ensure registration guaranteeing the full warranty period is granted. Failure to register the product within thirty (30) days of installation may result in a loss of warranty.
 - (d) The user is responsible for the full costs of installation and any additional parts required for the proper and complete installation of the Product.
 - (e) The WhisperKOOL Slimline cooling system cannot operate at its optimum capacity if airflow is constricted by ducting or venting the exhaust side of the unit into a location with inadequate ventilation.

3. Product Warranty Information If a problem arises with your WhisperKOOL system during the warranty period, you must contact WhisperKOOL Customer Service for warranty coverage and repairs.

Removing the rivets from the unit housing without authorization from the manufacturer will VOID the warranty. Please contact a customer service representative for assistance before beginning work on a WhisperKOOL unit that is still under the two (2) year manufacturer warranty.

For Slimline/ Cooling Systems returned to WhisperKOOL following warranty guidelines, WhisperKOOL warrants this product against defects in material or workmanship as follows:

- (a) LABOR: For a period of two (2) years from the date of purchase. If this Product is found to be defective after undergoing customer service troubleshooting, WhisperKOOL will repair or replace the product, at its option and discretion, at no charge to the customer. After the Warranty Period, the customer is responsible for ALL labor and freight charges.
- (b) PARTS: WhisperKOOL will supply, at no charge, new or rebuilt replacement parts in exchange for defective parts for a period of two (2) years.
- (c) FREIGHT: During the first two (2) years from the date of purchase, WhisperKOOL will cover freight for the repair of units UNDER WARRANTY to customers within the continental United States.

This warranty does not cover cosmetic damage caused during installation or damage due to acts of God, accident, misuse, abuse, negligence, or modification to any part of the product. This warranty does not cover damage due to improper operation or lack of proper maintenance, connection to improper voltage supply, or attempted repair by anyone other than a technician approved by WhisperKOOL to service the product. This warranty does not cover products sold "AS IS" or "WITH ALL FAULTS." This warranty is valid only in the continental United States.

Proof of purchase in the form of a bill of sale or receipted invoice, which is evidence that the product is within the warranty period, must be presented to obtain warranty service. This warranty is void if the factory-applied serial number has been altered or removed from the product.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. WhisperKOOL SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

4. Maintenance is the user's responsibility to remove any accumulated dust, lint, or other debris from the front and rear intake grilles. This will restrict the airflow and may affect the unit's ability to function properly. Periodically cleaning the unit's vents will help assure maximum cooling efficiency. The drain tube must also be checked and kept clean and free of debris and mold to maintain proper performance. Mold is a natural living organism in the environment. It exists in the air in the form of microscopic spores that move in and out of buildings through doors, windows, vents, HVAC systems and anywhere else that air enters. Once it is discovered, mold must be addressed quickly and appropriately. Delayed or improper treatment of mold issues can result in costly and recurring repairs. If you suspect you have a mold problem, it is always best to hire a qualified and experienced mold remediation specialist.

5. User Costs and Responsibility The following items are not covered under warranty and are the sole responsibility of the user.

- (a) The user is responsible for ALL initial installation costs, including, but not limited to, labor costs and the cost of any additional parts necessary to complete the installation.
- (b) The user is responsible for the costs incurred for installation and removal of the product or any part thereof unless it has been defined as a warranty repair PRIOR to the work being performed.
- (c) Purchasers (users) are reminded that they should satisfy themselves that the product they are purchasing is suitable for their needs and requirements and no responsibility will be placed with WhisperKOOL for their decisions.
- (d) It is the user's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the user's wine cellar. WhisperKOOL takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable for proper storage.

6. State Sales Tax

We collect California Sales Tax only for orders made and shipped within California. We do not collect sales tax for orders shipped to other states. However, you may be liable for sales tax to your state for the merchandise you receive. You may want to check with your state's tax authority for "use tax" regulations.

7. Customer Service WhisperKOOL customer service department is available Monday through Friday, from 8:00AM to 4:00PM PT by calling 1-800-343-9463.

8. Trouble Shooting The customer service department is available to answer any questions or inquiries regarding our product as well as to assist in basic and primary troubleshooting for any problems with our product.

9. General Provisions

- (a) Construction and severability. Every provision of these Terms and Conditions will be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms and Conditions so construed is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision will, to the extent so held, be deemed severed from these Terms and Conditions, and all other provisions will remain in full force and effect.
- (b) Governing Law/Choice of Forum. The laws of the State of California (without regard for conflicts of law) shall govern the construction and enforcement of these Terms and Conditions, except that the Terms and Conditions shall be interpreted as though drafted jointly by WhisperKOOL and the Purchaser. Any dispute will be resolved in a state or federal court situated in the County of Santa Clara, State of California, and the Purchaser hereby irrevocably submits to the personal jurisdiction of such courts for that purpose.
- (c) Entire Agreement/No Waiver. These Terms and Conditions and the Limited Warranty incorporated herein by reference set forth the entire agreement between the parties and supersede all prior agreements or understandings, both written and oral, between the parties regarding the subject matter of this the Terms and Conditions and the Limited Warranty. The parties may modify these Terms and Conditions or the Limited Warranty only in a writing signed by each. No waiver by WhisperKOOL of any breach or default hereunder will be deemed to be a waiver of any preceding or subsequent breach or default.
- (d) Correction of Errors and Inaccuracies. These Terms and Conditions may contain typographical errors or other errors or inaccuracies. WhisperKOOL reserves the right to correct any errors, inaccuracies or omissions, and to change or update these Terms and Conditions, at any time, without prior notice.

10. Questions or Additional Information If you have any questions regarding these Terms and Conditions or wish to obtain additional information, contact us via phone at 1-800-343-9463 or please send a letter via U.S. Mail to:

WhisperKOOL
1738 E. Alpine Ave
Stockton, CA 95205

NOTES

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